

Howard Holben

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PROFILE

A decidedly accomplished Information Technology management and technical professional offering a wonderfully diverse and distinctive background. Has demonstrated skills to deliver valuable global operations, process improvements and programs. Uses a talent to build strong relationships with all levels within an organization to uncover the true needs of the business. Enables the success of solutions fulfilling these needs by building, leading and enabling global teams. Respected as a steadfast leader that remains open to the ideas of others and as a technologist that can "think outside of the box". Valued for being truly supportive of the business ideals and goals, maintaining the overall success of the business, and its people, as his primary objective. Holds multiple certifications, including: PMP, CISSP, MCSE, CCNA, ECNE and, interestingly, Professional Life Coach. Presents a rare blend of both technical and interpersonal skills combined with an expertise at negotiating and building consensus.

CORE COMPETENCIES

Global IT Operations • Project & Program Management • IT Strategic Planning • Restructuring
Emotional Intelligence • Vendor Relations • Client Relations • Problem & Change Management
Outsourcing • Process Improvement • Security • Network Management
Team Leadership, Mentorship and Management • Interpersonal Relationship and Consensus Building

PROFESSIONAL HIGHLIGHTS

North America Director of Service Delivery, Wolters Kluwer (2014 to present)

Oversee delivery of Information Technology services for Wolters Kluwer's Global Business Services (GBS). GBS provides the single point of contact for all Information Technology solutions required by the individual Business Units within Wolters Kluwer. Manage multiple Service Provider relationships and performance to ensure the delivery of high quality services in a very complex environment supporting over 16,000 users in numerous locations.

- Support multiple Wolters Kluwer Business Units with each unit having its own management team.
- Each Business Unit has its own unique requirements for Service Provider solutions, priorities, demands and challenges.
- Maintain Service Provider Governance, KPI and SLA auditing, Steady State Support, Incident/Problem/Request and Change Management, Service Desk, Deskside Support, Service Improvement Projects & Mobile Device support.
- Manage and continuously improve the relationships with these multiple Service Providers supporting the Wolters Kluwer Business Units.
- Align EMEA and APAC Service Delivery to meet North American standards and initiatives.
- Environment consists of 2,500+ servers utilizing multiple technologies across numerous data centers and vendors.
- Supervise 5 direct reports: Leading, mentoring, cross-team collaboration, fostering individual & team growth.

Markedly increased levels of customer satisfaction by focusing on responsiveness and demonstrating a true interest and desire in their success.

Director, Infrastructure, Server & End User Support Services, IBM Treasury Division, IBM Headquarters (2002 to 2014 in this role, overall was with IBM from 1995 to 2014)

Managed Infrastructure, Server and End User Support Services for IBM's Treasury Operations, a Global Vital Business Process that manages worldwide movement of over \$3T in funds per year. Manage Trading Floor Support, Steady State Support, Problem and Change Management, Service Improvement Projects, Merger and Acquisition Projects and subsequent Transition Support involving desktops/laptops, applications, data centers, networking & servers.

- Supported six data centers (3 production, 3 disaster recovery).
- Built excellent relationships with vendors and shared IT Support services.
- Supervised 14 direct reports.
- Directed multiple global teams across diverse cultures for projects and end user support.
- Designed & led \$1M Disaster Recovery/Business Continuity project that reduced downtime by 98%.
- Implemented a \$10M hardening of IBM Headquarters Data Center that substantially reduced security risks.
- Executed a \$2M project deploying new server hardware, OS, Citrix and SAN solution across six data centers.
- Led \$1.2M server virtualization project that significantly decreased both processing times and costs.

Respected by management and end-users for dedication to, and accountability for, the success of Treasury IT Operations.

North American Engagement and Transformation Manager, IBM & Imperial Chemical (1998-2002)

Directed North American Global Standardization Initiative for IBM UK customer Imperial Chemical Industries. Planned and coordinated all phases of hardware, software and operating system (desktop and server) standardization in USA, Canada, Mexico, and Puerto Rico.

- Supervised 54 direct report implementation engineers across eight teams.
- Resolved technical and political issues standardizing five distinct corporate IT infrastructures at 38 sites.
- Managed migration and consolidation of nine Data Centers into five Data Centers.
- Transformed 47 servers, 4000+ desktops and 2000+ laptops.

Acknowledged and credited with having a significant positive impact on the success of this \$70 million initiative.

Year 2000 Project Manager, IBM & Lucent Technologies (1998)

Mediated and resolved Y2K conversion and contractual issues between Lucent Technologies and IBM due to souring of outsourcing relationship.

- Developed a unified focus and served as mediator, liaison and advisor.
- Conducted due diligence on over 6500 servers worldwide.

Recognized by senior management for remaining "calm under fire" and negotiating mutually beneficial compromised solutions.

Director of IT Support Migration, Rhone-Poulenc North America & IBM (1997-1998)

Requested by Rhone-Poulenc's CIO and IBM management to manage transition as Rhone-Poulenc terminated their technical support contract with IBM and brought entire IT Support Operation back in-house. Through mutual agreement between Rhone-Poulenc, IBM and myself, I temporarily left IBM and contracted directly to Rhone-Poulenc to manage this transition. This transition was made even more complicated due to an already in process project of a major hardware, software and desktop operating system standardization project.

- Selected and trained new 27 person Desktop Support and Help Desk Teams.
- Supported 3000+ users across 47 sites nationwide.

Accredited with maintaining high levels of system availability and superior end user support in the midst of tremendous change.

Transition Manager and Senior Network Systems Engineer, IBM & Rhone-Poulenc NA (1995-1997)

Led transition of Rhone-Poulenc's in-house support to outsourced IBM Support model.

- Served as Data Center Manager for \$13M customer support center.
- Planned and led application and hardware upgrades at multiple locations.
- Supervised team of 23 direct reports.

Earned recognition from Rhone-Poulenc CIO for resolving complex technical problems and for outstanding customer service.

Special Projects Engineer, Schering-Plough (1994-1995)

Oversaw server operations and special project management efforts at \$2.5B pharmaceutical company.

- Designed Disaster Recovery and Business Continuity Plans.
- Supervised four project teams.

Acknowledged for development of creative solutions to problems and for continuously going "beyond the call of duty" in customer service.

EDUCATION, CERTIFICATIONS & TRAINING

BA, Psychology, California State University, Northridge • Project Management Professional (PMP)

Microsoft Certifications: MCP, MCSE & MCDDBA • Novell Certifications: CNE, MCNE & ECNE

ISC² Certified Information Security Systems Professional (CISSP) • Cisco Certified Network Associate (CCNA)

Professional Life Coach • Certified Breath Worker • Reiki & Karuna Ki Master • Quantum Touch Master

TECHNICAL SKILLS

Windows • Security Auditing/Planning/Testing • Virtualization • Disaster Recovery/Business Continuity

Planning/Testing • System Design/Integration • Client Server Platforms

Desktop & Server Conversions/Migrations/Transformations • Data Center Consolidations/Relocations/Management

INTERESTS

Designing & Building Custom Furniture and Cabinetry • Automobile Restoration • Silversmith

International Travel • Photography

Volunteer Social Work • Leading & Facilitating Personal Growth Workshops & Retreats